

10-2010

The Beat: October 2010

CentraCare Health

Follow this and additional works at: <https://digitalcommons.centracare.com/the-beat>

 Part of the [Organizational Communication Commons](#)

Do you have an idea for the *Beat*?

Contact Chris Nelson
in Communications by calling
(320) 229-5199, ext. 71384,
or e-mail nelsonc@centracare.com

You can help patients understand, act on medical instructions

By Terry Pladson, MD, President

Imagine yourself as a patient in a clinic exam room. Your provider hands you a sheet of instructions for at-home care, tells you to pick up a prescription at the pharmacy and suggests that you schedule a follow-up appointment. The provider, hand on the doorknob, asks if you have any questions. You can't think fast enough to put words to the questions swirling in your mind, so you shake your head "no" and the provider leaves the room.

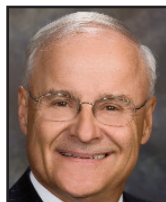
Now, imagine that you can't read English. And imagine that, in your culture, it is not appropriate to question people in positions of authority.

In this scenario, you are at risk because you lack adequate "health literacy" skills.

"Health literacy" is defined as the ability to read, understand and act on medical instructions and information. But health literacy is about more than reading and comprehension skills and cultural background. It also is about the communication skills of health care providers.

Now, during Health Literacy Month, it is a good time to review what you can do to help our patients. You can work to ensure that every patient has access to clear information in a format that he or she can understand. Adopt a patient-friendly communication style. In other words, encourage questions and provide short, simple answers and short, simple instructions. Then confirm that the patient understands.

Resources to assist you are available on CentraNet, under the Education tab, as well as on the American Medical Association Web site, www.ama-assn.org. Or simply do a Google search for "health literacy."



What is a Health Care Home?

A Health Care Home (HCH) is not a place, but a team approach to improve health outcomes and quality of life for adults and children with chronic or complex health conditions. The team includes the patient and family, primary care provider, nurses, other health experts or specialists, community resources and a care coordinator.

CentraCare Clinic – Women & Children Pediatrics Department and CentraCare Health System – Long Prairie are pilot sites for HCHs within CentraCare Health System. At CentraCare Clinic – Women & Children, six of 19 pediatric providers currently are enrolling patients in an HCH with the other providers expected to start enrolling patients throughout the next few months.

The main benefit of an HCH is that the patient can call the clinic and speak with the care coordinator who is familiar with the patient's care. Patients with complex health care needs may visit multiple doctors and specialists and begin to feel lost or overwhelmed within the system. As an HCH, the clinic allows for continuous access during and after regular clinic hours and communicates with families more effectively through care coordination.

"I develop relationships with patients and their families and work with them to coordinate care and achieve better health. I am available to answer questions and help patients navigate through the system, streamline access to appointments and improve communication between patients and other members of the HCH team," said Beth Bechtold, HCH care coordinator for the Pediatrics department.



Thanks to a \$1.3 million grant from the CentraCare Health Foundation, HCH continues to move forward with passion and enthusiasm, eager to see the effectiveness in achieving better overall health for our patients and their families.

Caring for Generations campaign begins

The CentraCare Health Foundation Caring for Generations Capital Campaign kicked off publicly Oct. 19 with a Red Carpet event in the new surgery shell space of the St. Cloud Hospital expansion project. St. Cloud Hospital has helped and healed families for generations and is now investing \$225 million to support the 360,000-square-foot addition to its southeast side. CentraCare Health Foundation has set a goal of raising \$21.7 million to support pieces of the project that would not be possible without the generosity of the community. To date, \$10.6 million has been raised. Thank you to the generous employees who have contributed to the Caring for Generations Employee Campaign to help make this project a reality.

Cardiac Surgery recognized nationally

Cardiac surgeons Edgar Pineda, MD, and John Teskey, MD, with Central Minnesota Heart Center, were recognized in the October 2010 *Consumer Reports* magazine as one of the 50 top-rated surgical groups in the nation. The rating was based on how their results compare with national standards for survival, complications and other measures. For more information, visit ConsumerReportsHealth.org and click on the Doctors & Hospitals tab.

Surgery Open House

Get a fascinating behind-the-scenes look at the St. Cloud Hospital operating rooms from 6-8:30 p.m. Nov. 11. Tours begin in A Lobby. No RSVP needed. The evening includes refreshments and hands-on children's activities. For more information, call (320) 229-4980.

Open house in Melrose

Join CentraCare Health System – Melrose providers and staff for a public open house from 4:30-6:30 p.m. Oct. 28 to meet Stephen Turner, DO, and Bobbie Jo Bertram, CNP. There will be refreshments and tours of the newly remodeled emergency room, rehabilitation department and nursing home wellness room.

NuVal™ coming to Coborn's stores

The NuVal™ Nutritional Scoring System will be available in October to Coborn's stores in the St. Cloud area. NuVal™ is a food scoring system that helps you see at a glance the nutritional value of the foods you buy. Foods and beverages are rated on a scale of 1-100; the higher the score, the higher the nutritional value. All NuVal™ scores are displayed directly on the shelf tags, making it easy for customers to compare, at a glance, the overall nutrition of the foods they buy. Area Coborn's grocery stores now carry the NuVal™ labeling for more than half of all their grocery products, and are adding more each month.

CentraCare Health Foundation's BLEND (Better Living Exercise & Nutrition Daily) initiative partnered with Coborn's, Inc. and Blue Cross Blue Shield of Minnesota to bring the NuVal™ Nutritional Scoring System to the St. Cloud area. An independent panel of nutrition and medical experts from leading universities and health organizations, led by Dr. David Katz of the Yale-Griffin Prevention Research Center, takes more than 30 different nutrients and nutrition factors into account when developing a score, helping improve you and your family's overall nutrition with the foods you already eat.

Long Prairie receives patient safety award

CentraCare Health System – Long Prairie recently received a Patient Safety Excellence Award for its work in preventing retained objects in the operating room. Patient safety is a top priority for Minnesota hospitals. Because of this, CentraCare Health System – Long Prairie joined the Safe Account initiative, where Minnesota teams are working collectively to implement an extensive list of recommended actions concerning both the counting of and accounting for all items used during invasive procedures, especially in the operating room. The Minnesota Hospital Association Patient Safety Excellence Award is given to facilities that have achieved more than 90 percent of the recommended actions.

CentraCare Wound Center opens soon

The CentraCare Wound Center, a service of St. Cloud Hospital, will open Nov. 8 under the medical direction of Denise Buruse, DO. The center, located at 2035 15th St. N., St. Cloud, offers the latest in hyperbaric oxygen therapy used to aggressively treat patients with chronic wounds and conditions. Under this new model, all outpatient wound care will be provided by Dr. Buruse and a panel of four physicians from local clinics with specialized training in wound care. "Treatment plans are individually customized to maximize healing," said Bob Johnson, executive director, of the Central Minnesota Heart Center and administrative lead for the Centracare Wound Center. "New treatment provided at the Wound Center will allow approximately 88 percent of patients with wounds to be healed in 14 weeks." An open house is planned for employees and the public Nov. 22.

SBSC administrator receives national award

Modern Healthcare magazine announced that Christine Bakke, Gorecki Care Center administrator at St. Benedict's Senior Community (SBSC), received the 2010 Up & Comers Award. Bakke is one of 12 national recipients featured in the Sept. 13 edition of the magazine



"Christine clearly is dedicated to improving the quality of care and the quality of life for older adults at St. Benedict's Senior Community and across Minnesota," said Linda Doerr, vice president of Senior Services for St. Cloud Hospital. "She is an up-and-coming leader who is very deserving of the award."

Kiosk check-in coming to Women & Children

CentraCare Clinic – Women & Children is piloting a computer kiosk check-in option for patients who check-in at the Women's Clinic and Pediatric Ill Child lobby. The clinic staff and Epic team are planning to start this pilot project Nov. 17.